

Flathead County, Montana

Request for Proposal



Payroll/Human Resources System

Proposals for the project named above can be mailed or delivered to:

**Flathead County Commissioner's Office
Attn: Mike Pence, County Administrator
800 S. Main
Kalispell, MT 59901**

**All proposals must be received on or before
July 10, 2009 at 4:00pm (MST)**

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SECTION 1: OVERVIEW INFORMATION**A. Purpose and Scope of the Request for Proposal**

This Request for Proposal (RFP) announces the intent of Flathead County (hereinafter referred to as County) to consider purchasing a new Payroll/Human Resources software system (hereinafter referred to as the System). Vendors who submit a letter of intent by the appropriate date will hereinafter be referred to as Proposers.

The County has used software applications developed in-house by the County for many years. The County is interested in looking at outside software products.

The County's goal is to obtain systems that:

1. Are currently functioning live at another site
2. Meet current and anticipated business requirements for 10-15 years
3. Promote efficiency of the County's operations
4. Follows standard accounting practices
5. Provide tools for all levels of staff to have access to data or information needed to carry out their duties
6. Provide for multi-level security features
7. Provide desktop access to data and information
8. Allow other open systems to be added at a later date
9. Can be interfaced with the County's existing Financial software
10. Have the ability to import and export data
11. Provide user friendly customer on-line service

The County is seeking systems that will provide the following functions:

1. Payroll (Includes ACH electronic direct deposit, daily timecard, deductions, accruals, correct calculation of overtime rate per FLSA, ability to handle multiple pay rate tables including different longevity rates)
2. Human Resources (Ability to track various dates original start date, etc., positions, pay, history, FMLA tracking, benefits, training and various reports)

B. Flathead County's Current Computing Environment

Flathead County serves approximately 85,000 residents in Flathead County. The County's mission is to provide quality, timely and responsive service to its residents in the most cost-effective manner.

The County Administrator, eight elected offices, together with other departments, administer the day-to-day operations of the county. Flathead County operates in a "decentralized" manner, with each elected official's office and appointed director's department having separate appropriated budgets. An elected three-member Board of County Commissioners is the primary policy-making body, exercising budgetary and financial control for the county.

Flathead County has an annual operating budget of \$61 million. Its employees provide services that include public safety (sheriff, judicial, and emergency services), construction and maintenance of roads and bridges, sanitation facilities, health and social services, water quality, flood control, planning and zoning services, and general administrative services.

The standard desktop workstation build at Flathead County is the Dell Optiplex 760 with Intel Core 2 Duo processors and 2 GB RAM. Our office software platform is Microsoft Office 2003 Professional or better, with most running Office 2007 Professional.

Our current server platform is a mixture of Microsoft Windows Server 2003, Windows Server 2008 and VMWare VMotion. Microsoft Internet Security and Acceleration Server 2006 serves as our firewall software. The SMTP server is Microsoft Exchange 2007 SP1 running on a 64 bit version of Windows Server 2003. Local Area Network connectivity is 1 GB to all servers and 4 GB switched fiber to key servers and arrays.

Internet access is controlled via permissions in security groups within Windows Active Directory. We contract with the State of Montana for our internet access; Bresnan Communications is the communications provider. Flathead County has a 5 MB link to the internet with 2 GB provisioned to video conferencing.

Our preferred database is Microsoft SQL Server, with new applications being deployed on either SQL Server 2005 or SQL Server 2008.

C. Proposed Schedule of Events

The schedule that follows has been developed in order to provide adequate information for Proposers to prepare definitive proposals and to permit the County to fully consider various factors that may affect its decision. This schedule is subject to change at the County's discretion.

D. Letter of Intent

All Proposers interested in responding to this RFP are required to submit a letter of intent by June 26, 2009. The letter should identify the following information:

1. Company Name
2. RFP Contact for Company
3. Address for Company Contact
4. Phone Number/Fax Number for Company Contact
5. E-mail address for Company Contact

E. Questions

Questions related to the RFP must be submitted to the County Administrator, Mike Pence. Questions must be submitted in writing, by e-mail (mpence@flathead.mt.gov), via FAX (406-758-5861). Contact via phone is prohibited. The deadline for submitting questions is June 30, 2009, 5:00pm MST. All questions must include:

1. Your company name and address
2. Your RFP contact person's name, e-mail address, telephone, and fax number
3. Reference to the specific section and reference number of the issue in question
4. Clearly and concisely worded questions

All questions will be answered via e-mail as quickly as possible. In addition, all questions and responses will be provided to all Proposers.

F. Notification of Finalists/Presentations and Demonstrations

The County's evaluation team will review the proposals, select and notify finalists. Each finalist, at its own expense, will then be required to demonstrate fully functional Systems that are identical to the Systems proposed. . All modules and features must be demonstrated. The database used must be comparable in size and complexity to resemble that found at Flathead County.

G. Restrictions on Contact

Contact is limited to County's RFP representative. The County prohibits other Flathead County personnel from being contacted regarding this RFP during the evaluation process. Failure to comply with this requirement may disqualify those proposals from further consideration.

H. The Request for Proposal

These RFP instructions are intended to provide Proposers with a common, uniform set of instructions to guide them through the development of their proposal.

Terms used and conditions imposed in this proposal are not intended to imply or denote a particular Proposer nor are they to be construed as restrictive in any way.

In responding to this RFP, Proposers must follow the prescribed format as shown in Section 4 and use the included forms or reasonable facsimiles thereof. The degree of compliance with the requirements of this RFP will be a significant factor in the subsequent evaluation of the proposal.

SECTION 2: EVALUATION OF PROPOSALS

A. Process

A team of Flathead County employees will evaluate all proposals received in response to this RFP.

Each proposal will be evaluated to determine responsiveness to the County's needs. During the evaluation, validation, and selection process, the County may desire to contact a Proposer's representative for answers to specific questions. Such representatives should be readily available to the County and able to respond to each of the various categories of the requirements.

The County may obtain and use information, in addition to that contained in the proposals, from any source desired. This includes customers of the Proposers, regardless of whether or not the references were supplied by the Proposers.

B. Rejection of Proposals

The County reserves the right to reject any and all proposals received in response to the RFP for any reason, including the right to cancel this RFP process. However, noted in

the following non-exclusive list are some possible reasons why a proposal may be rejected.

If the Proposer:

1. Fails to adhere to one or more of the provisions established in the RFP
2. Fails to submit its proposal at the time or in the format specified herein or to supply the minimum information requested herein
3. Fails to submit its proposal to the required address on or before the deadline date established by the RFP
4. Misrepresents its products or provides demonstrable false information in its proposal, or fails to provide material information

C. Proposers Examination of the RFP

Proposers must examine all information and materials contained in and accompanying this RFP. Failure to do so will be at the Proposer's risk. This will include, but not be limited to, all applicable federal and state laws and regulations. Proposers are liable for all error or omissions contained in their proposals.

D. Selection of Proposer

Following the procedures outlined in this RFP, the County will make a decision regarding selection of the Proposer(s) with whom it wishes to enter into contract negotiations. This will be based on the evaluation criteria and may not necessarily be the low-bidding Proposer(s). The County will award the contract to the Proposer(s) whose proposal(s) is/are in the best interest of the county.

E. Open Procurement

1. The Proposer should include any latitudes, prohibitions or limitations placed on the purchase of the items presented in the proposal. Items and/or services that are meant to be offered on the unit price basis should be identified. The objective is to clarify all purchase options.
2. The County reserves the right to negotiate the Proposer's variations to the original proposal(s), including cost.
3. The County reserves the right to accept or reject any or all proposals in whole or in part.
4. The County reserves the right to negotiate a contract with more than one Proposer at the same time.

SECTION 3: CONTRACT

A. Execution of Contract

1. The bidder shall include with the bid a contract form to be executed by the parties. Flathead County reserves the right to negotiate the terms of said proposed contract (excluding prices contained therein) and to consider the terms of said proposed contract, including any warranty provisions, in determining the award of the bid.

2. Incorporated by reference into the contract which is to be entered into by the County and the successful Proposer pursuant to this RFP will be (a) all of the information presented in or with this RFP and the Proposer's response thereto, and (b) all written communications between the County and the successful Proposer. Designated officials of the Proposer and the County shall execute the contract.

B. No Assignment of Contract

Assignment by the successful Proposer to any third party of any contract based on the proposal or any monies due shall be absolutely prohibited and will not be recognized by the County unless approved in advance by the County in writing.

C. System Responsibility

Notwithstanding the details presented in this RFP, it is the responsibility of the Proposer to verify the completeness of the System and suitability of the equipment to meet the intent of the RFP. The successful Proposer shall be obligated to provide a System that meets all guarantees in the proposal for the price contained therein.

D. Rights to Submitted Material

All proposals, response inquiries, or correspondence relating to or in reference to the RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by Proposers shall become the property of the County when received.

E. Statement of Time

Time when stated as a number of days, shall include Sundays through Saturdays, excluding legal holidays.

F. Source Code/Software

To protect the County in the event the Proposer chooses not to perform or is no longer able to perform the required services, a copy of the Software Source Code will be supplied to the County. Successful Proposers will keep the Software Source Code current with all customization and new releases(s) of the product(s).

In lieu of providing a copy of the software, the Software Source code will be held in escrow, with the County having full rights to all code in the event the successful Proposer ceases to perform required services. This includes all programs, libraries, and utilities required to build and to maintain the software program. Successful Proposers will keep the Software Source Code current with each new release of the products.

The site license to be negotiated with the successful Proposer must include a provision for software upgrades for the life of the software license.

The successful Proposer will guarantee continued compliance with Montana State statutes for the life of the software license.

G. Warranties and Maintenance

The successful Proposer shall fully describe policies regarding warranties and maintenance on the proposed hardware and software.

Warranties: The Proposer must include details of the warranty periods and conditions for all proposed hardware and software components. Details must include descriptions of the types of the problems covered by the warranty, service centers, staff, help desk hours, and response time calls.

The minimum warranty period shall be for one year from the date of System acceptance. The County will negotiate with the selected Proposer the substance of any or all warranties covering complete units of services.

Maintenance: The successful Proposer shall provide maintenance for a period of one (1) year for the installed System and equipment on both a preventive (scheduled) and remedial (routine and emergency call-out) basis. The first year maintenance, one (1) year from the date of acceptance, shall be provided at no additional cost to the County. The successful Proposer shall provide competent, experienced and qualified personnel to provide the required maintenance and additional System services for the warranty period.

A detailed description of the Proposer's service shall be included in the proposal. Included in the service plan shall be the identification and location of service centers, hours available for service calls, the number and qualification of service support staff, and the hours of operation of the service desk. The County requires one (1) hour response time for emergency service calls when the System is down and four (4) hours response to non-emergency routine service calls including functional questions associated with normal System processing.

Software Upgrades: If improved or updated software corrects maintenance related issues, the successful Proposer shall install the software at no additional cost to the County during the warranty period. Software upgrades must be pre-scheduled and should be performed during times with the least amount of disruption to County staff.

SECTION 4: PROPOSAL FORMAT/CONTENT

The proposal must be formatted in accordance with the following instructions. Submit one original, four paper copies, and one copy on CD in MS Word or MS Excel to the address listed on the cover page of this document.

Each proposal must include a letter of transmittal containing the signature of an authorized representative of the prime contractor and not more than two individuals authorized to negotiate and sign a contract with the County on behalf of the prime contractor. Beyond this, the Proposer can provide any information desired.

Proposer responses to the RFP must consist of two separate sections. Please format your response in the order outlined in this RFP.

A. Contents of the Business and Technical Section:

Part 1: Business

- a. Executive Overview
 - 1.1 Executive Summary – Address the following areas:
 - 1.1.1 Experience
 - 1.1.2 Stability and Growth
 - 1.1.3 Commitment
 - 1.1.4 Product Integration
 - 1.1.5 Standards

- 1.1.6 Conversion
- 1.1.7 Services
- 1.1.8 Exceptions to the Proposal
- 1.1.9 References/Letters of Recommendation/List of Installed Sites
- b. Corporate Profile: Please provide a brief company background.
- c. Financial Statements. Each proposal must include the Proposer's most recent annual Financial Statements.

Part 2: Application Software Descriptions

Provide detailed descriptions for the following application software:

- 2.1 Payroll
- 2.2 Human Resources
- 2.3 Reporting
- 2.4 Report Writer
- 2.5 Security Features
- 2.6 Internet Access
- 2.7 Other Features

Part 3: Project Management

Please provide a project management plan that addresses the following:

- 3.1 Overall Project Plan
- 3.2 Goals and Success Criteria
- 3.3 Resource Allocation
- 3.4 Implementation/Training Plan
- 3.5 Training/Reference Manual
- 3.6 Implementation Plan Adjustments (How Proposer notifies Co. Administrator)
- 3.7 Data Conversion Process

Part 4: Agreements

Please provide the following sample agreements:

- Purchase and Sales
- Software License Agreement
- On-going Customer Support Agreement

B. Instructions for the Format of the Cost Proposal (Must be a separate document.)

Proposer must itemize all cost, including per hour costs, chargeable to the County as described in this sub-section, in the separate cost proposal. Prices quoted shall be valid for at least nine (9) months following the proposal submission deadline.

Proposers are required to submit costs for purchase, maintenance, and training of each System component and type of equipment included in the proposal, as well as all other costs the Proposer will charge or pass on to the County.

If the System is presented in a modular format Proposer shall provide a price for each module.

Proposer shall state the full, complete prices for any proposed equipment specified. Projected delivery dates for equipment shall be clearly stated.

The County shall be the sole arbiter in the determination of quality. The County reserves the right to reject any bids and to accept the bid or bids which in their sole and absolute judgment shall, under all circumstances, best serve the interests of the County.

Purchase Costs: Purchase costs are those costs, which are projected to be paid by the County to the Proposer for the System purchase including any proposed equipment. Any special discounts offered by the Proposer should be reflected in the appropriate unit purchase costs.

The County will use the System 24 hours per day, 7 days per week therefore, Proposer must allow for unlimited use of the System and equipment.

Technical Support Costs: Technical support costs are projected to be paid by the County on a one-time or recurring basis. Provide a specific list of the services that will and will not be provided in the support costs. Indicate what support costs are projected to occur following any warranty period, and the reasonable duration for these costs. Clearly indicate which are one-time costs and which are recurring costs.

Installation Costs: Installation costs are Proposer personnel and supply costs necessary to affect an operational System.

Conversion Cost: The proposer shall provide estimates for conversion costs.

Documentation and Training Costs: The Proposer shall clearly state the cost for every training course listed. Proposer shall quote separately any available training or technical assistance not normally included in the basic package. Proposers may quote an hourly rate for such services if no contract price is available.

C. Submission of Proposals

Each Proposer must furnish all requested information in the formats specified by this proposal. Promotional materials and other documents can be attached, but are not necessary and will not be considered as meeting any of the requirements of this RFP.

As stated previously, responses to the RFP must consist of two separate documents:

1. Business and Technical Proposal (one original, four paper copies, and one complete copy on CD)
2. Cost Proposal (one original, four paper copies, and one complete copy on CD)

The two proposals must be formatted in accordance with the instructions of this RFP. Proposers must not include any cost information in any part of the Business and Technical Proposal.

Submit the proposals to the address listed on the cover page of this document.

Proposals must be received on or before July 10 2009, 4:00 PM, Mountain Time. Late proposals will not be accepted.

Delivery will be at the Proposer's expense. Any and all damages that may occur due to packaging or shipping of the proposal will be the sole responsibility of the Proposer.

SECTION 5: ATTACHMENTS

Attachment A: Evaluation Criteria

Does the proposal comply with the requirements contained in the RFP? Yes or No
A no response may disqualify the proposal from further consideration.

Rate the Proposals in the following areas:

Part 1 Executive Overview

1.1 Executive Summary

- 1.1.1 Experience
- 1.1.2 Stability and Growth
- 1.1.3 Commitment
- 1.1.4 Product Integration
- 1.1.5 Standards
- 1.1.6 Conversion
- 1.1.7 Services
- 1.1.8 Exceptions to the Proposal
- 1.1.9 References/Letters of Recommendation/List of Installed Sites

1.2 Corporate Profile

1.3 Financial Statements

Part 2 Application Software Descriptions

2.1 Payroll/Human Resources

- a. Ease of use
- b. Data import and export
- c. Reports
- d. Appearance
- e. Ease of navigation
- f. Other options

2.3 Reporting

- a. Ease of use
- b. Audit trail reports
- c. Statistical reports
- d. Other options

2.4 Report Writer

- a. Ease of use
- b. Data export options
- c. Other options

2.5 Security Features

- a. Ease of use
- b. Multiple security levels
- c. Other options

2.6 Internet Access

- a. Ease of use
- b. Will the System allow images to be displayed by document type?
- c. Ability to monitor User access

- d. Allow County and customers to make electronic payments
- e. Search field availability
- f. Other options

2.7 Miscellaneous Features

- a. Ease of use

Part 3 Project Management

- 3.1 Overall Project Plan
- 3.2 Goals and Success Criteria
- 3.3 Resource Allocation
- 3.4 Implementation/Training Plan
- 3.5 Training/Reference Manual
- 3.6 Implementation Plan Adjustments
- 3.7 Data Conversion Process

Part 4 Agreements

- 4.1 Purchase and Sales
- 4.2 Software License Agreement
- 4.3 On-going Customer Support Agreement

Cost Criteria

- a. Purchase Costs
- b. Technical Support Costs
- c. Installation Costs
- d. Conversion Costs
- e. Documentation and Training Costs

